



ACME ROCKETS LTD.

# USER ACCESS REQUEST PROCEDURE

*Revision: r1.0*

*Effective Date: 01-JAN-20*

*Classification: INTERNAL*

## INTERNAL INFORMATION

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## 1. Introduction

### 1.1 Document Definition

This document is a Procedure.

For a full description of document types, see *ARL-POL-001 - Information Security Policy Framework*.

### 1.2 Objective

The objective of this Procedure is to provide information security requirements to effect proper user access request procedures for access to all elements of the Acme Rockets Ltd. (ARL) infrastructure.

The granting and modification of user access must be performed in accordance with the Policies listed in section 1.4 below, and approved by the Sales and Engineering Manager or the Director depending on classification of relevant data or system:

- FACILITIES - approved by Facilities Manager
- STANDARD - approved by IT Manager
- PRIVILEGED - SYSTEMS - approved by CTO
- PRIVILEGED - APPLICATION - approved by CTO

### 1.3 Scope

#### 1.3.1 Applicability to Employees

ARL refers to Acme Rockets Ltd. as well as its majority-owned subsidiaries and joint ventures (if applicable). This Procedure applies to all employees, officers, members of Board of Directors, and all consultants, and contractors.

#### 1.3.2 Applicability to External Parties

Relevant Procedure statements will apply to any external party and be included in contractual obligations on a case-by-case basis.

### 1.4 Related Documents / References

- *ARL-POL-001 - Information Security Policy Framework*
- *ARL-POL-004 - Data Classification Policy*
- *ARL-POL-005 - Data Handling & Media Destruction Policy*
- *ARL-POL-009 - Access Control Policy*
- *ARL-POL-022 - Telecommuting & Mobile Computing Policy*



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## 2. Procedure Statements

### 2.1 For FACILITIES

All user requests related to the facilities must be submitted on the form at Appendix A.

The Facilities Manager is then responsible to submit a Support Ticket to the relevant facilities manager or 3rd Party provider(s).

### 2.2 For STANDARD

All user requests related to regular user access (email, CRM etc.) must be submitted on the form at Appendix A.

The IT Manager is then responsible to submit a Support Ticket to the relevant system administrator or 3rd Party provider(s).

### 2.3 For PRIVILEGED - SYSTEMS

All user requests related to privileged access - infrastructure (system administration etc.) must be submitted on the form at Appendix A.

The CTO is then responsible to submit a Support Ticket to the relevant system owner or 3rd Party provider(s).

### 2.4 For PRIVILEGED - APPLICATION

All user requests related to privileged access - application (developers etc.) must be submitted on the form at Appendix A.

The CTO is then responsible to submit a Support Ticket to the relevant application / data owner or 3rd Party provider(s).



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### **3. Procedure Compliance & Enforcement**

#### **3.1 Compliance Measures**

Not applicable.

#### **3.2 Enforcement**

This Procedure applies to all Acme Rockets Ltd. employees, officers, members of the Board of Directors, and all consultants and contractors. Violations of this Procedure may result in disciplinary action.



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## 4. Glossary / Acronyms

### 4.1 Glossary / Acronyms

SOC	Security Operations Centre



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## 5. Document Management

### 5.1 Document Revision Log

Date	Editor	Revision #	Description of Change
10-Dec-19	D. Duck	r0.1	Initial draft.
23-Dec-19	D. Duck	r1.0	Approved initial release.

### 5.2 Document Ownership

This Procedure is owned by the IT Director.

### 5.3 Document Coordinator

This Procedure is coordinated by the IT Manager.

### 5.4 Document Approvers

Approver Name	Signature	Date
B. Bunny / IT Director	[SIGNATURE HELD ON FILE]	01-Jan-20



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## 6. Appendix A - ARL User Access Request Form (aUARF)

PART I (To be filled out by the Requestor or Requestor's Supervisor)			
Type of Request: <input type="checkbox"/> Initial <input type="checkbox"/> Modification <input type="checkbox"/> Deletion		Department:	
Name (Last, First, MI):		Title:	
Organisation:	Phone Number:	Start Date:	Stop Date:
Requestor's Signature:			Date:
PART II - LOGICAL ACCESS			
Role: <input type="checkbox"/> Regular User <input type="checkbox"/> Privileged User – Infrastructure <input type="checkbox"/> Privileged User – Application <input type="checkbox"/> Other			
List Specific Systems:			
Justification for Access(es):			
Name:	Email:	Signature:	Date:
PART III - PHYSICAL ACCESS			
Facilities Access: <input type="checkbox"/> Regular Access <input type="checkbox"/> Privileged Access - SOC <input type="checkbox"/> Privileged Access - Cage <input type="checkbox"/> Other			
List Specific Locations:			
Justification for Access(es):			
Name:	Email:	Signature:	Date:
PART IV (To be completed by fulfilling party (if relevant))			
User ID:	Date User Notified:	Date Deleted:	
Name:	Email:	Signature:	Date:
Notes			

